

MEM – Medicare E-Mail Process

Purpose:

This procedure explains the process of how the Medicare Buy-In & Buy-Out e-mails are processed.

Identification of Roles:

Unit Lead (UL)
Contract Administration Officer (CAO)
Project Manager (PM)
Operations Manager (OM)
Member Services Analyst (MSA)

Performance Standards:

Member Services is required to respond to 95% of all inquiries within 7 business days of receipts. 100% of inquiries must be responded to within 15 business days.

Path of Business Procedure:

Step 1: The Unit Lead or designee will access the IME, Medicare Buy-In e-mail box daily.

Step 2: Within three business days of receiving the e-mail the UL or designee will log the e-mail into the Medicare E-Mails Report. This report is found at the following link:
\\Dhsime\memsrv_management\Medicare Buy-in Reports

Step 3: UL or designee will research member's file utilizing the Medicare Buy-In Process Procedure.

- a. UL will e-mail the CAO, if needed, any questions or follow up.
- b. UL will e-mail sender, if needed, any questions or follow up.

Step 4: UL or designee will complete the research and take any action necessary according to the Medicare Buy-In Process Procedure.

Step 5: UL or designee will respond to the sender of the e-mail the research outcome.

Step 6: UL or designee will document completion date in the Medicare E-Mails Report.

Step 7: The Medicare E-Mails Report will be sent to the CAO, PM, OM, and MSA every two business days.

Forms/Reports:

Medicare E-Mail Report

RFP References:

6.5.5

Interfaces:

Attachments:

None